

2008

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1.1 [illegible]	1
2.1 [illegible]	2
3.1 [illegible]	3
4.1 [illegible]	4
5.1 [illegible]	5
6.1 [illegible]	5
[illegible]	
1.2 [illegible]	7
2.2 [illegible]	18
3.2 [illegible]	45
[illegible]	
1.3 [illegible]	61
2.3 [illegible]	61
3.3 [illegible]	61
3.3 [illegible]	64

4.3	[illegible]	65
5.3	[illegible]	65
6.3	[illegible]	66
7.3	[illegible]	67
8.3	[illegible]	69
	[illegible]	
1.4	[illegible]	71
2.4	[illegible]	76
3.4	[illegible]	104
4.4	[illegible]	113
	[illegible]	115
	[illegible]	122

[illegible]

[illegible]	[illegible]	[illegible]
8	[illegible]	.1
62	[illegible]	.2
62	[illegible]	.3
65	[illegible]	.4
71	[illegible]	.5
72	[illegible]	.6
73	[illegible]	.7
76	[illegible]	.8
77	[illegible] (Analysis Of Variance) [illegible]	.9
78	[illegible]	.10
79	[illegible] Step Wise Multiple Regression [illegible]	.11
80	[illegible] (Analysis Of Variance) [illegible]	.12
81	[illegible]	.13
82	[illegible] Step Wise Multiple Regression [illegible]	.14
83	[illegible] (Analysis Of Variance) [illegible]	.15

16. [illegible] — 84

17. [illegible] Step Wise Multiple Regression [illegible] — 85

18. [illegible] (Analysis Of Variance) [illegible] — 86

19. [illegible] — 86

20. [illegible] Step Wise Multiple Regression [illegible] — 87

21. [illegible] (Analysis Of Variance) [illegible] — 88

22. [illegible] — 89

23. [illegible] Step Wise Multiple Regression [illegible] — 90

24. [illegible] (Analysis Of Variance) [illegible] — 91

25. [illegible] — 92

26. [illegible] Step Wise Multiple Regression [illegible] — 93

27. [illegible] (Analysis Of Variance) [illegible] — 94

28. [illegible] — 95

No.	Title	Page
29.	[illegible] Step Wise Multiple Regression [illegible]	96
30.	[illegible]	97
31.	[illegible]	98
32.	[illegible]	98
33.	[illegible]	99
34.	[illegible]	100
35.	[illegible]	101
36.	[illegible]	102
37.	[illegible]	103
38.	[illegible]	103
39.	[illegible]	104

[illegible]

[illegible]	[illegible]	[illegible]
10	Marquardt [illegible]	1
21	[illegible]	2
69	[illegible] .([illegible])	3

[illegible]

[illegible]	[illegible]	[illegible]
122	[illegible]	[illegible]
129	[illegible]	[illegible]
131	[illegible]	[illegible]

2008

(757)

(SPSS.10)

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Abstract

The Impact of the Knowledge Management Functions on Enhancing the Reengineering Operations in the Jordanian Customs Organization
"Field Research"

Eman Adel Hajhooj AL-Majali

Mu'tah University, 2008

This study aimed to introduce the impact of the knowledge management functions on enhancing the reengineering operations in the Jordanian customs organization. To achieve the purpose of the study, a questionnaire was built up by the researcher. This questionnaire was used to collect the data from the population of the study. The procedure of the study followed a comprehensive poll for the population of the study who work as administrative employers and supportive services in the Jordanian customs organization. The questionnaires were distributed to (757) whom finally formed the sample of the study. The researcher used (Spss version 10) for the purpose of statistical analysis using the means, standard deviations, the multiple regression, and multiple variance.

The results of the study were:

1- High degree of availability for the variable of the knowledge management functions in the Jordanian customs organization.
2- High degree of availability for the variable of reengineering in the Jordanian customs organization.
3- High degree of positive correlation between the variables whether they are together or working solely

The study recommended the necessity of adopting administrative philosophy and organizational methods that can support and enhance the knowledge management by the headquarters and high administration in the Jordanian customs organization. Also, it recommended the administration with the necessity of spreading awareness among the workers using different training and rehabilitation programs, besides focusing on preparing the adults in away to comprehend and work with what goes with the requirements of knowledge management.

.(3002

Alhotra,

.(1998

(Information Technology IT) (Information

Management IM)

.(2006

(Business Reengineering)

.(2000

1. [illegible]

[illegible]

1. 3 [illegible]

[illegible]

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.1

6.1

(0.05 ≥ α)

(0.05 ≥ α)

(0.05 ≥ α)

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[illegible]

[illegible]

[illegible] 1.2

[illegible]

[illegible]

[illegible] (Personne, 2003. P:152) [illegible]

[illegible] .(Prax, 2003)

[illegible]

[illegible] (1) [illegible]

[illegible]

(1) [illegible]

[illegible]

[illegible]	[illegible]
Reix1995 ; Kogut &Zander 1995 Fairlough 1982	[illegible]
Polanyi 1962, Nonaka& Tackeuchi 1993tsarbuck 1992, teece 1977	[illegible]
Reix 1995, Kogut& Zander 1992	[illegible]
Sackman 1991, 1992	[illegible]
Spender 1996	[illegible]
Demsetz 1988, Grant 1996	[illegible]
Matusik & Hill 1998	[illegible]
Buckley & Carter 1998	[illegible]
Zack 1999	[illegible]

المصدر: Le management des connaissances: état des lieux et perspectives. M.Bayad ;S.Francis Simen. XIIème Conférence de l'Association Internationale de Management Stratégique. Juin; 2004.

[illegible]

[illegible] (2005 [illegible] (Laudon & Laudon, 2003) [illegible]

(O'Brien; 2002)

(Martensson, 2000)

(Duffy, 2000)

(Mcshane& Glinow; 2000)

(Davenport ,1998)

Marquardt 2002, P: 26)

Acquisition - 1

Creation - 2

Storage - 3

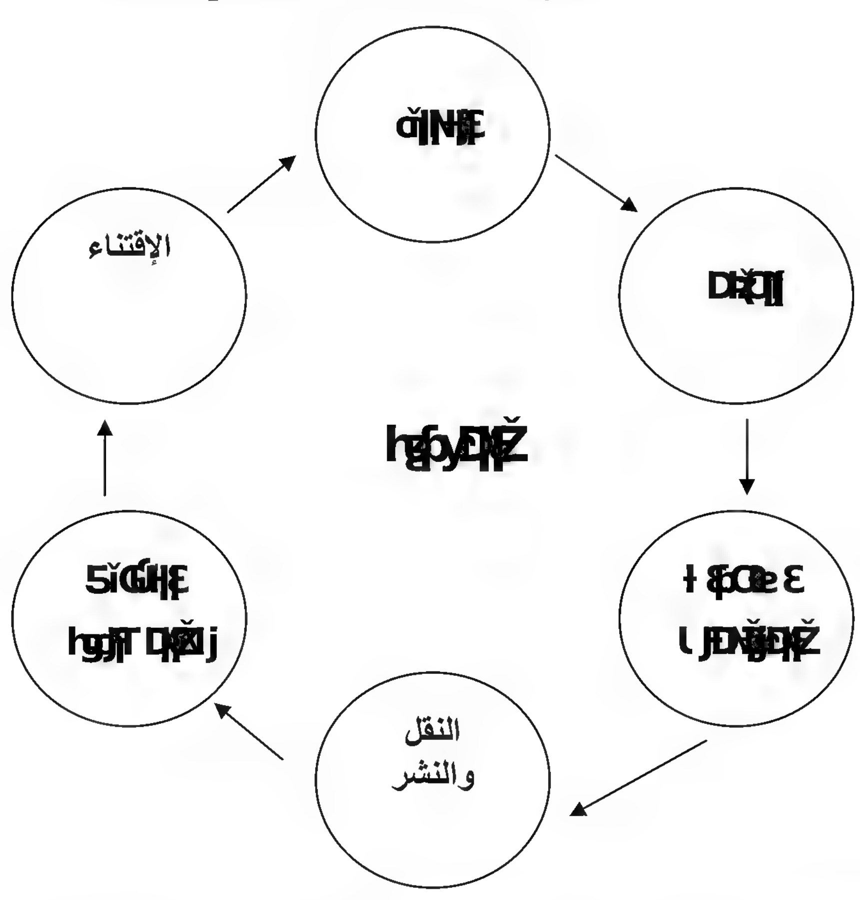
Analysis and Data Mining - 4

Transfer and Dissemination - 5

Application and Validation - 6

الشكل (1)

أنموذج إدارة المعرفة عند Marquardt



Marquardt , Michael J , 2002:27, Building the Learning Organization , U.S.,A. , Davis – Black publishing Company.

1 -

2 -

:((Holsapple & Sing,2001:82)

Andrson,
.(2000

Wilson, 2000:
:(101

- 1

- 2

- 3

[illegible]

[illegible]

[illegible]

[illegible] (Thierauf, 1987: 11) [illegible]

1. [illegible]

2. [illegible]

3. [illegible]

[illegible] (Dudeja, 2000:64) [illegible]

[illegible]

[illegible]:

[illegible] (Alexander, 2000: 17)

[illegible] (Wilson, 2000).

[illegible]

(Hierarchical Network) (Star Network)

(Distributor Network)

.(Wilson, 2000: 4)

1-

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(Turban & Others, 1999: 722)

Laudon & Laudon, 2003):

System software :[illegible] - 1

[illegible]

[illegible] Windows, [illegible]

[illegible] Unix, Dos [illegible].

[illegible]

[illegible] .(176 :1999 [illegible])

Application Software :[illegible] - 2

[illegible] (Laudon & Laudon , 2003) [illegible]

[illegible].

2- [illegible]

3 - [illegible]

4- [illegible]

5 - [illegible]

[illegible] Turban & Others ,) [illegible]

:(1999

1 - [illegible]

2- [illegible]

3- [illegible]

4- [illegible]

[illegible]

.((Ryker & Nath, 1998: 45

2.2

1993

Kettinger, [illegible]

.(et.al, 1997

[illegible]

[illegible]

.(Zairi, 1997) [illegible]

[illegible] (Hammer & Champy 1993) [illegible]

[illegible]

[illegible] (O'Neill & Sohal 1999) [illegible]

[illegible] (2002 [illegible]

[illegible] (Pritchard, & Armistead, 1999) [illegible]

[illegible] (Lockamy, et.al, 1997) [illegible]

[illegible]

& Champy)

:(Hammer (1993)

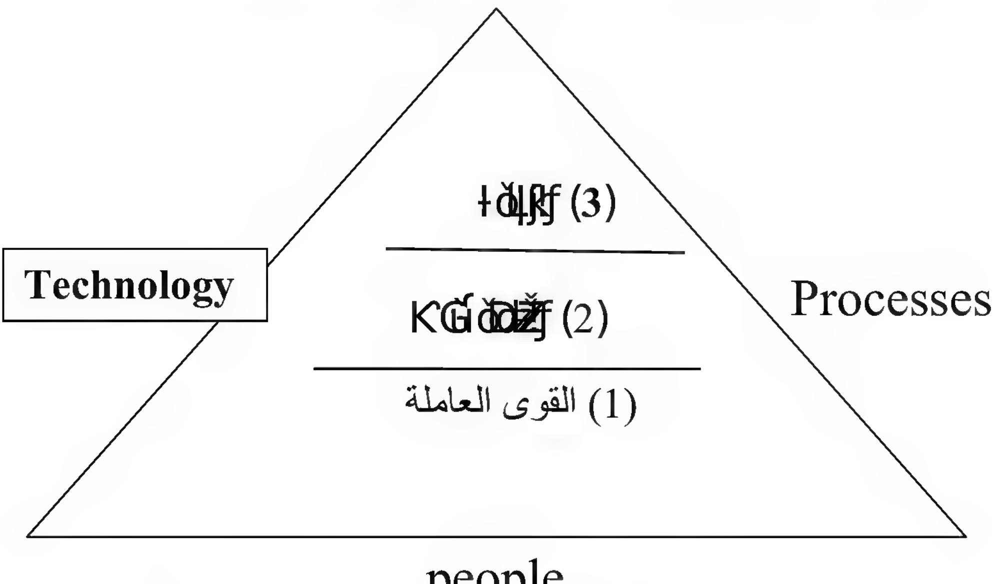
1 -

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3 -

4 - (Processes)

(2)



[illegible]

[illegible]

[illegible]

[illegible]

Armistead,) [illegible]

:(1996

1. [illegible]

2. [illegible]

3. [illegible]

.4

Earl, et.al

:(1995

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3- [illegible]

4- [illegible]

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6- [illegible]

7- [illegible]

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1- [illegible]

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[illegible] (دليل المحاسبين jpc(2007)):

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[illegible]

[illegible]

[illegible] 1980).

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

1 [illegible] (Total Quality Management):

[illegible] (Bank, John, 2000).

[illegible]

[illegible]

1. [illegible]
2. [illegible]
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4. [illegible]

[illegible]

1 - [illegible]

2- [illegible]

2 - [illegible] (Reorganization):

(Reorganization)

(Chuanrommanee, .1998)

(2002

:(Benchmarking) - 3

(John, Bank,2000)

4 - (Value Engineering):

(1997.

5 - (Empowerment):

Employee Participation [illegible]

[illegible]

.(1998 Yeh , Carol , and Lin yun) [illegible]

[illegible]

.(Loh , Michael ;1997)

[illegible]

[illegible] :(Hutton, 1996) [illegible]

[illegible]

(Hutton, 1996)

(Halamach and Bovaird, 1997)

(Luck, Jeff and Peabody W,2000)

(Hammeer and Champy, 1993)

(%70)

(%70- 50)

(Sockalingam and Doswell, 1996)

(%77) (%72)

(Al- Mashari et al, 2001)

(%61) (%55)

(%49)

(Tang and Zairi, 1998)

(Al-Mashari and Zairi, 1999)

1.

(2004

(Jones & etal, 1996: 67)

(Augustus.etal, 2005)

2.

(2005)

(Feedback)

(2004)

3.

(2000)

:(Kreitner and Kinicki, 1994)

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2 -

3 -

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(2003

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4 -

5 -

(2003.

(Goodman, et.al, 2001).

(Al-Khalifa & Aspinwall, 2001)

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(2003

(2006 (Ligus,1993)

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3. [illegible]

4. [illegible]

5. [illegible]

6. [illegible]

5. [illegible]

[illegible]

[illegible]

[illegible] (Burnes, 1996).

(Recordo, 1995)

(1998

(1996

(St-Amour, 2001)

(Re- engineering)

.(Maccedo, 1999)

:(Schermerhorn,2000)

(Doyle, etal, 2000)

(Goldman, 1998).

(Bysinger and Kinht, 1996)

1 - 2 - 3 -

6.

(Thomas,1993).

(Albrechts, 2004).

(Wickham, 2001).

(1994

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(Rebecca, 2003).

(2004

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(2002

2- .(2005

3- Kinis,). (2003

4-

5- .(2000

6- .(2003

(Alpkan, et.al, 2005)

(Boisot, 1995)

1 -

2- [illegible]

3- [illegible]

4- [illegible]

[illegible]

5- [illegible]

[illegible]:

1- [illegible]

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3- [illegible]

4- [illegible]

5- [illegible]

[illegible]:

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7- [illegible]

3.2 [illegible]:

[illegible]

[illegible]

[illegible]

(2004 [illegible]

[illegible]

(2004 [illegible]

[illegible]

(2004 [illegible]

[illegible] (Knowledg) [illegible]

[illegible] (KM) (Knowledge Management

[illegible] (2004 [illegible]) [illegible]

[illegible] (2003 [illegible]) [illegible]

[illegible]:

(Francis & Kabir; 2008) [illegible]

(Re-engineering the Management of Human Resources in University Libraries)

[illegible]

(Lee & Choi, 2003)

Knowledge Management Enablers, Process and Organizational Performance)

(Hooff etal, 2003)

(Foundation Application Of aKnowledge Management Scan)

[illegible]

(Malhotra, 2003) [illegible]

(measuring knowledge assets of nation knowledge systems for development)

[illegible]

[illegible]

(Chiplunkar, [illegible] Deshmukh & Chattopadhyay, 2003)

“Application of Principles of Event Related Open Systems to Business Process Reengineering”

(Bouthillier and Sheare;2002)

(Management and information Management Understanding knowledge)

[illegible]

(Dingsoyr, 2002) [illegible]

(Knowledge Management in Medium sized software Consulting compains)

[illegible]

[illegible] (**Knowledge is Acknowledged**) (Snis, 2002) [illegible]

[illegible]

(Rezgui, 2001)

(Cooper, 2000)

"Information Technology Development Creativity"

[illegible] (Earl & Sampler, 1995)

(Reengineering Strategies for Business Process)

[illegible]

[illegible]

[illegible]

.3

.1

(757)

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(757)

(631)

(49) (%84.14)

(582) (%6.48)

(%76.88)

(2) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]
[illegible]	7	7
[illegible]	264	264
[illegible]	108	108
[illegible]	145	145
[illegible]	233	233
[illegible]	757	757

[illegible] (2) [illegible]

(3) [illegible]

[illegible]

المتغير	فئات المتغير	العدد	النسبة المئوية %
النوع الاجتماعي	ذكر	409	70.3
	أنثى	173	29.7
عدد سنوات الخبرة	من 5 سنوات فأقل	126	21.6
	من 6 - 10 سنوات	176	30.2
	من 11 - 15 سنة	133	22.9
	من 16 سنة فأكثر	147	25.3
المؤهل التعليمي	توجيهي فما دون	159	27.3
	دبلوم	134	23.0
	بكالوريوس	249	42.8
	دراسات عليا	40	6.9
العمر	25 سنة فما دون	32	5.5
	من 26-34 سنة	272	46.7
	من 35-46 سنة	173	29.7
	47 سنة فأكثر	105	18.0
المسمى الوظيفي	مدير	17	2.9
	مساعد مدير	17	2.9
	رئيس قسم	34	5.8
	رئيس شعبة	78	13.4
	موظف	436	74.9

[illegible] (2.9%) [illegible]

[illegible].

3. [illegible]:

[illegible]

[illegible]

[illegible]:

[illegible]:

[illegible]

.([illegible])

[illegible]: [illegible] (26) [illegible]

[illegible] (2005 [illegible]

[illegible] (2006 [illegible] (2004 [illegible] (2004 [illegible]

:[illegible]

1. [illegible] (5- 1).

2. [illegible] (10- 6).

3. [illegible] (15- 11).

4. [illegible] (21- 16).

5. [illegible] (26- 22).

[illegible]: [illegible] (34) [illegible]

[illegible]

[illegible]

(2004 [illegible]

[illegible] (Homa, 1995) [illegible] (Jackson, 1997) [illegible]

:[illegible] (Murphy, (1995)

1. [illegible] (31- 27).

.(34- 32) .2

.(39- 35) .3

.(46- 40) .4

.(51- 47) .5

.(60- 52) .6

(60)

(5) .1

(4) .2

(3) .3

(2) .4

(1) .5

3. 5:

(3)

3. 6:

Cronbach's) (**Alpha**

(4)

(4) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]
0.911	[illegible]	26-1	1
0.921	[illegible]	60-27	2

[illegible] (4) [illegible] (0.911 = [illegible]) [illegible] (0.921 = [illegible]) [illegible]

3. [illegible]:

[illegible] SPSS.) [illegible] :(V.15

1- [illegible] (Descriptive statistic Measures) [illegible]

2- [illegible] (Pearson's correlation Matrix) [illegible]

3- [illegible] (Variance Inflation Factory)(VIF) [illegible] (Tolerance) [illegible] (Multicollinearity) [illegible]

4- [illegible] (Skewness) [illegible] (Normal Distributions) [illegible]

5- (Multiple Regression Analysis)

6- Stepwise Multiple Regression (Analysis

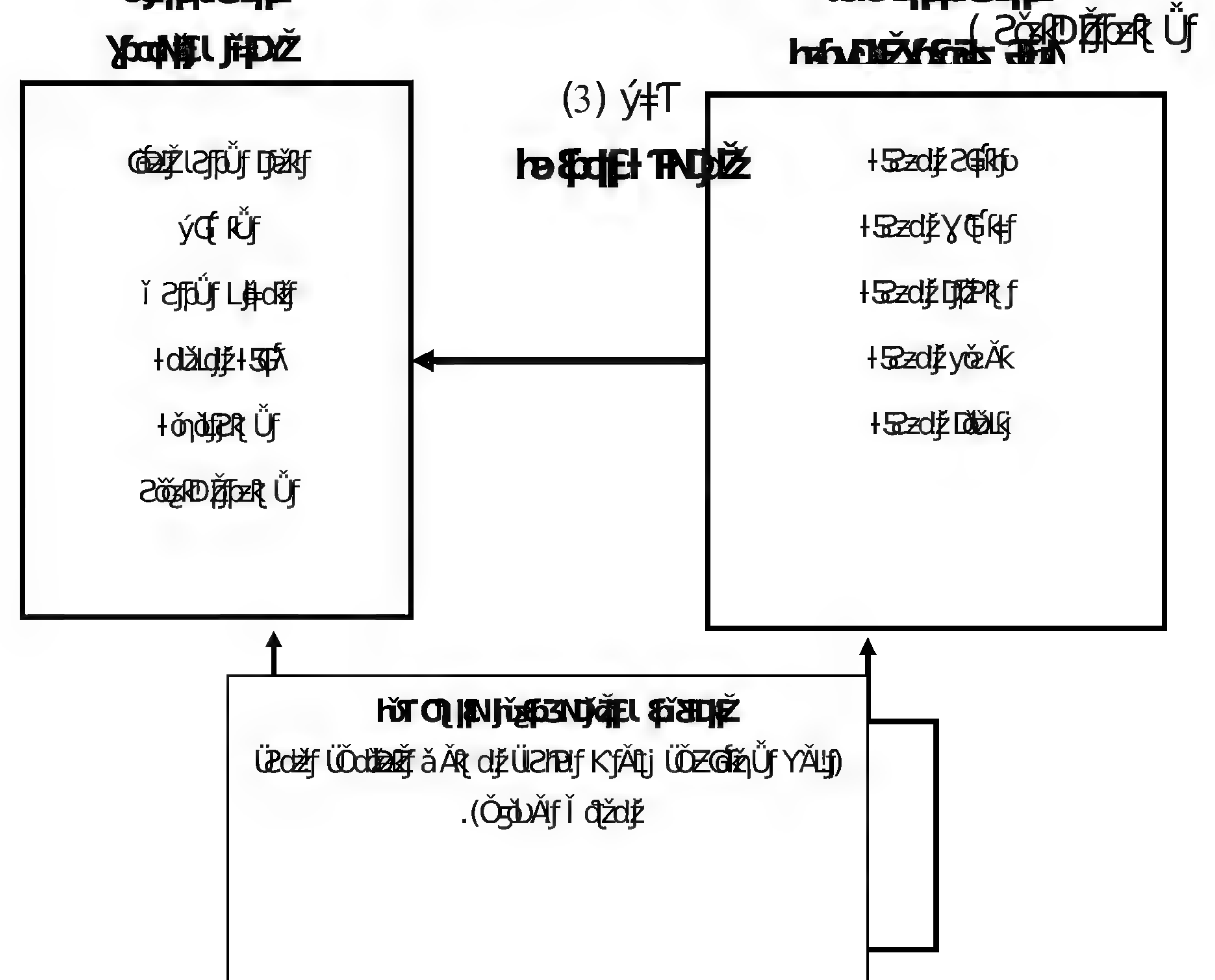
7- (ANOVA)

3. 8

1

2

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[illegible]

[illegible]

[illegible] (2) [illegible] (3) [illegible] (4) [illegible] (5) [illegible] (1) [illegible]

[illegible]	[illegible]	[illegible]
([illegible] 2.49)	(3.49 - 2.5)	([illegible] 3.5)

(3.5) [illegible] (3.49 - 2.5) [illegible] (2.49) [illegible]

1.4 [illegible]:

[illegible]

[illegible].

(5) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible] %	[illegible]	[illegible]
5-1	[illegible]	3.94	0.77	78.80	5	[illegible]
10-6	[illegible]	4.00	0.83	80.00	4	[illegible]
15-11	[illegible]	4.11	1.00	82.20	1	[illegible]
21-16	[illegible]	4.08	0.70	81.60	2	[illegible]
26-22	[illegible]	4.06	0.70	81.20	3	[illegible]
-	[illegible]	**4.04**	**0.63**	80.80	**-**	[illegible]

[illegible] (5) [illegible] (4.04) [illegible] (%80.80) [illegible] (4.11) [illegible] (%82.20) [illegible] (4.08) [illegible] (%81.60) [illegible] (4.06) [illegible] (%81.20) [illegible] (4.00) [illegible] (%80.00) [illegible] (3.94) [illegible] (%78.80). [illegible]

[illegible]

[illegible]

(6) [illegible]

[illegible]

[illegible]	[illegible]	[illegible] %	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	5	77.80	0.90	3.89	[illegible]	31-27
[illegible]	3	78.80	0.92	3.94	[illegible]	34-32
[illegible]	4	78.00	0.89	3.90	[illegible]	39-35
[illegible]	2	81.40	0.89	4.07	[illegible]	46-40
[illegible]	1	84.40	1.53	4.22	[illegible]	51-47
[illegible]	4	78.00	0.80	3.90	[illegible]	60-52
[illegible]	-	79.80	**0.78**	**3.99**	**[illegible]**	-

[illegible] (6) [illegible] (3.99) [illegible] (%79.80) [illegible] (4.22) [illegible] (%84.40) [illegible] (4.07) [illegible] (%81.40) [illegible] (3.94) [illegible] (%78.80) [illegible]

[illegible] (3.90) [illegible]
[illegible] (%78.00)
[illegible] (%77.80) [illegible] (3.89) [illegible]
[illegible]
[illegible]
[illegible]
[illegible]
[illegible].

[illegible]
[illegible].

[illegible]
[illegible]
[illegible]:

[illegible] (7)

[illegible].

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
						[illegible]
*0.6	*0.47	*0.55	*0.4	*0.48	*0.5	[illegible]
*0.68	*0.46	*0.58	*0.49	*0.57	*0.5	[illegible]
*0.7	*0.52	*0.58	*0.5	*0.6	*0.5	[illegible]
*0.7	*0.48	*0.57	*0.5	*0.6	*0.6	[illegible]
*0.45	*0.25	*0.35	*0.5	*0.4	*0.4	[illegible]
*0.69	*0.56	*0.54	*0.5	*0.6	*0.5	[illegible]
*0.78	*0.55	*0.6	*0.57	*0.68	*0.66	**[illegible]**

*[illegible] (α= 0.05).

[illegible] (7) [illegible]

[illegible] (0.78) [illegible] (0.68) [illegible] (0.57) [illegible] (0.66) [illegible] (0.55) [illegible] (0.63) [illegible] (0.7) [illegible] .(0.45)

[illegible] (0.6) [illegible] .(0.42)

[illegible] (0.63) [illegible] (0.40).

[illegible] (0.54) [illegible] (0.42).

[illegible] (0.58) [illegible] (0.35).

[illegible] (0.56) [illegible]

[illegible] (0.25).

[illegible]

2.4 [illegible]

[illegible]

[illegible] (Multicollinarity) [illegible] Variance Inflation) (VIF) [illegible] (Tolerance) [illegible] (Factor [illegible] (10) [illegible] (VIF) [illegible] (0.05) [illegible] (Tolerance) [illegible] (Normal Distribution) [illegible] (Skewness) [illegible] (1) [illegible] (8) [illegible]:

(8) [illegible]

[illegible].

[illegible] Skewness	[illegible] Tolerance	[illegible] VIF	[illegible]
0.8	0.5	1.9	[illegible]
0.76	0.4	2.2	[illegible]
0.75	0.55	1.8	[illegible]
0.89	0.54	1.8	[illegible]
0.56	0.66	1.5	[illegible]

[illegible] (VIF) [illegible]

[illegible] (2.183 - 1.502) [illegible] (10) [illegible]

[illegible] (0.666 - 0.458) [illegible] (Tolerance) [illegible]

[illegible] (Multicollinarity) [illegible]

[illegible]

[illegible] (1) [illegible] (Skewness)

[illegible].

(0.5) [illegible]

[illegible]

[illegible].

(9) [illegible]

[illegible] (Analysis Of Variance) [illegible]

[illegible].

[illegible] F	F [illegible]	[illegible]	[illegible]	[illegible]	R^2	[illegible]
		45.4	5	227.1		[illegible]
0.000	*617.6	0.07	576	42.3	0.843	[illegible]
			581	269.5		[illegible]

.(0.05≥ α) [illegible] *.

[illegible] (9) [illegible]

[illegible]

[illegible]

(F) [illegible]

[illegible] (0.000 = α) [illegible] (617.641) [illegible]

[illegible] .(0.05≥ α) [illegible]

[illegible] (%84.3) [illegible]
[illegible].

[illegible] (10)

[illegible]

[illegible] t	t [illegible]	Beta	[illegible]	B	[illegible]
0.000	*11.23	0.26	0.02	0.22	[illegible]
0.000	*10.98	0.26	0.02	0.22	[illegible]
0.000	*8.22	0.18	0.01	0.12	[illegible]
0.000	*10.75	0.24	0.02	0.23	[illegible]
0.000	*10.03	0.20	0.02	0.19	[illegible]

* ذات دلالة إحصائية عند مستوى دلالة (0.05 ≥ α).

[illegible] (10) [illegible] (Beta) [illegible] (t) [illegible] (t) [illegible] (0.05 ≥ α).

[illegible]

(11) [illegible]

StepWise Multiple Regression [illegible]

[illegible]

t [illegible]	[illegible]	R^2	[illegible]
0.000	*30.0	0.6	[illegible]
0.000	*17.3	0.74	[illegible]
0.000	*11.6	0.79	[illegible]
0.000	*10.4	0.82	[illegible]
0.000	*8.2	0.84	[illegible]

*[illegible] $(0.05 \geq \alpha)$.

Step Wise Multiple [illegible] Regression [illegible] (11) [illegible] 60.8% [illegible] (74.2%) [illegible] (79.1%) [illegible] (82.4%) [illegible] (84.3%) [illegible].

[illegible]

(12) [illegible]

[illegible] (Analysis Of Variance) [illegible]

[illegible] F	[illegible] F	[illegible]	[illegible]	[illegible]	[illegible] R^2	[illegible]
		45.97	5	229.86		[illegible]
0.000	*108.4	0.4	576	244.2	0.485	[illegible]
			581	474.07		[illegible]

*[illegible] (α ≥0.05).

[illegible] (12) [illegible] (108.4) [illegible] (F) [illegible] (0.000 = [illegible] (α ≥0.05) [illegible] (%48.5) [illegible].

(13) [illegible]

[illegible]

[illegible] t	t [illegible]	Beta	[illegible]	B	[illegible]
0.000	***8.17**	**0.34**	**0.04**	**0.4**	**[illegible]**
0.15	1.4	0.06	0.04	0.06	[illegible]
0.79	0.26	0.01	0.03	0.009	[illegible]
0.000	***6.66**	**0.27**	**0.05**	**0.3**	**[illegible]**
0.000	**5*4.5**	**0.16**	**0.04**	**0.2**	**[illegible]**

* ذات دلالة إحصائية عند مستوى دلالة ($\alpha \leq 0.05$).

[illegible] (13) [illegible] (Beta) [illegible] (t) [illegible] (4.5 [illegible] 8.17) [illegible] (6.66 [illegible] ($\alpha \leq 0.05$) [illegible] (t) [illegible] (0.26 [illegible] 1.42) [illegible] (0.79 [illegible]) [illegible] ($\alpha \leq 0.05$) [illegible]:

1. [illegible]

[illegible] .2

[illegible]

.[illegible]

(14) [illegible]

StepWise Multiple Regression [illegible]

[illegible]

.[illegible]

t [illegible]	[illegible]	[illegible] R^2	[illegible]
0.000	*18.4	0.37	[illegible]
0.000	*9.7	0.46	[illegible]
0.000	*5.1	0.5	[illegible]

*[illegible] $(0.05 \geq \alpha)$.

Step Wise Multiple [illegible] Regression [illegible] (14) [illegible] 37.0 [illegible] 45.9) [illegible] 48.3) [illegible]

[illegible]

[illegible]

[illegible] (15)

[illegible] (Analysis Of Variance) [illegible]

[illegible] F	F [illegible]	[illegible]	[illegible]	[illegible]	R^2	[illegible]
		47.6	5	238.09		[illegible]
0.000	*130.59	0.36	576	210.03	0.53	[illegible]
			581	448.1		[illegible]

* [illegible] (0.05≥ α).

[illegible] (15) [illegible] (F) [illegible] (130.59) [illegible] (0.000 = α) [illegible] (0.01≥ α) [illegible] (%53.1) [illegible].

(16) [illegible]

[illegible]

t [illegible]	t [illegible]	Beta	[illegible]	B	[illegible]
0.000	*6.3	0.25	0.04	0.29	[illegible]
0.000	*5.8	0.24	0.04	0.26	[illegible]
0.009	*2.1	0.1	0.03	0.09	[illegible]
0.000	*4.8	0.2	0.05	0.2	[illegible]
0.001	*3.4	0.1	0.04	0.1	[illegible]

* ذات دلالة إحصائية عند مستوى دلالة ($\alpha \leq 0.05$).

[illegible] (16) [illegible] (Beta) [illegible] (t) [illegible] (t) [illegible] ($0.05 \geq \alpha$) [illegible]

(17) [illegible]

[illegible] StepWise Multiple Regression [illegible]

[illegible]

t [illegible]	[illegible]	R^2	[illegible]
0.000	19.6	0.4	[illegible]
0.000	9.25	0.47	[illegible]
0.000	6.76	0.5	[illegible]
0.000	3.67	0.5	[illegible]
0.009	2.6	0.5	[illegible]

*[illegible] ($\alpha \leq 0.05$).

[illegible] StepWise Multiple Regression [illegible] (17) [illegible] %39.9 [illegible] %47.6) [illegible] %51.5) [illegible] (%52.6) [illegible] %53.1) [illegible].

[illegible]

[illegible]

[illegible]

[illegible] (18)

[illegible] (Analysis Of Variance) [illegible]

[illegible]

[illegible] F	F [illegible]	[illegible]	[illegible]	[illegible]	[illegible] R^2	[illegible]
		48.1	5	240.5		[illegible]
0.000	*108.006	0.4	576	256.5	0.49	[illegible]
			581	497.04		[illegible]

*[illegible] ($\alpha \leq 0.05$).

[illegible] (18) [illegible] (108.006) [illegible] (F) [illegible] ($\alpha = 0.000$) [illegible] ($\alpha \leq 0.05$). [illegible] (48.1%) [illegible].

[illegible] (19)

[illegible]

[illegible]

t [illegible]	t [illegible]	Beta	[illegible]	B	[illegible]
0.000	*6.28	0.26	0.05	0.31	[illegible]
0.000	*3.67	0.16	0.049	0.18	[illegible]
0.148	51.4	0.06	0.037	0.05	[illegible]
0.000	*6.26	0.25	0.054	0.33	[illegible]
0.001	*3.33	0.12	0.048	0.16	[illegible]

* ذات دلالة إحصائية عند مستوى دلالة ($\alpha \leq 0.05$).

[illegible] (19) [illegible] (t) [illegible] (Beta) [illegible]

[illegible] (t) [illegible] (0.05 ≥ α) [illegible]

= α) [illegible] (1.449) [illegible] (t) [illegible] (0.05 ≥ α) [illegible] (0.148 [illegible]

.1 [illegible]

.2 [illegible]

(20) [illegible]

StepWise Multiple Regression [illegible]

t [illegible]	[illegible]	[illegible] R^2	[illegible]
0.000	*17.74	0.35	[illegible]
0.000	*9.9	0.44	[illegible]
0.000	*5.25	0.47	[illegible]
0.000	*3.5	0.48	[illegible]

*[illegible] (0.05 ≥ α).

StepWise Multiple [illegible]

[illegible] Regression

[illegible] (20) [illegible] %35.2 [illegible] %44.6) [illegible] %47.1) [illegible] %48.2) [illegible].

[illegible]

(21) [illegible]

[illegible] (Analysis Of Variance) [illegible]

[illegible] F	F [illegible]	[illegible]	[illegible]	[illegible]	R^2	[illegible]
		60.83	5	304.17		[illegible]
0.000	*32.9	1.84	576	1062.9	0.223	[illegible]
			581	1367.06		[illegible]

*[illegible] ($\alpha \le 0.05$).

[illegible] (21) [illegible] (F) [illegible] (32.9) [illegible]

[illegible] (α = 0.000) [illegible] (α ≤0.05).

[illegible]

(22.3%) [illegible].

[illegible] (22)

[illegible]

[illegible]	B	[illegible]	Beta	t [illegible]	[illegible] t
[illegible]	**0.4**	**0.1**	**0.2**	***4.09**	**0.000**
[illegible]	**0.3**	**0.1**	**0.1**	***3.05**	**0.002**
[illegible]	0.1	0.07	0.08	1.80	0.071
[illegible]	**0.2**	**0.1**	**0.09**	**1.97**	**0.049**
[illegible]	0.007	0.099	0.003	0.07	0.94

* ذات دلالة إحصائية عند مستوى دلالة (α ≤ 0.05).

[illegible] (22) [illegible] (Beta) [illegible] (t) [illegible] (t) [illegible] (4.09 [illegible] 3.05 [illegible] 1.97) [illegible] (α ≤ 0.05). [illegible] (t) [illegible] (1.8 [illegible] 0.07) [illegible] (α = 0.01) [illegible] (α = 0.94) [illegible] (α ≤ 0.05) [illegible]:

1. [illegible]

[illegible]

2. [illegible]

(23) [illegible]

StepWise Multiple Regression [illegible]

t [illegible]	[illegible]	[illegible] R^2	[illegible]
0.000	11.18	0.17	[illegible]
0.000	4.83	0.2	[illegible]
0.01	2.55	0.2	[illegible]

** ذات دلالة إحصائية عند مستوى دلالة (α ≤ 0.05).

StepWise Multiple [illegible] Regression [illegible] (23) [illegible] 17.7% [illegible] 20.9%) [illegible] 21.8%) [illegible]

[illegible]

(24) [illegible]

[illegible] (Analysis Of Variance) [illegible]

[illegible] F	F [illegible]	[illegible]	[illegible]	[illegible]	R^2	[illegible]
		47.1	5	235.6		[illegible]
0.000	*118.85	0.39	576	228.3	0.508	[illegible]
			581	463.99		[illegible]

*[illegible] ($\alpha \leq 0.05$).

[illegible] (23) [illegible] (F) [illegible] (118.85) [illegible] ($\alpha = 0.000$) [illegible] ($\alpha \leq 0.05$). [illegible] (%50.8) [illegible].

(25) [illegible]

[illegible]

[illegible] t	t [illegible]	Beta	[illegible]	B	[illegible]
0.000	*3.79	0.15	0.04	0.18	[illegible]
0.000	*5.83	0.25	0.04	0.27	[illegible]
0.041	*2.04	0.08	0.03	0.07	[illegible]
0.000	*4.71	0.18	0.05	0.23	[illegible]
0.000	*6.14	0.22	0.04	0.28	[illegible]

* ذات دلالة إحصائية عند مستوى دلالة ($\alpha \geq 0.05$).

[illegible] (25) [illegible] (Beta) [illegible] (t) [illegible] (t) [illegible] ($0.05 \geq \alpha$) [illegible]

(26) [illegible]

StepWise Multiple Regression [illegible]

[illegible]

t [illegible]	[illegible]	[illegible] R^2	[illegible]
0.000	*18.7	0.37	[illegible]
0.000	*8.9	0.45	[illegible]
0.000	*6.4	0.48	[illegible]
0.000	*4.25	0.5	[illegible]
0.04	*2.04	0.5	[illegible]

* ذات دلالة إحصائية عند مستوى دلالة ($\alpha \leq 0.05$).

StepWise Multiple [illegible] Regression [illegible] (26) [illegible] %37.7 [illegible] %45.2) [illegible] %48.9) [illegible] %50.4) [illegible] %50.8) [illegible].

[illegible]

[illegible]

[illegible]

[illegible] (27)

[illegible] (Analysis Of Variance) [illegible]

[illegible]

F [illegible]	F [illegible]	[illegible]	[illegible]	[illegible]	[illegible] R^2	[illegible]
		38.55	5	192.79		[illegible]
0.000	*121.06	0.31	576	183.45	0.512	[illegible]
			581	376.24		[illegible]

*[illegible] ($\alpha \leq 0.05$).

[illegible] (27) [illegible] (F) [illegible] (121.06) [illegible] ($\alpha = 0.000$) [illegible] ($\alpha \leq 0.05$). [illegible] (51.2%) [illegible].

(28) [illegible]

[illegible]

t [illegible]	t [illegible]	Beta	[illegible]	B	[illegible]
0.08	1.7	0.070	0.042	0.07	[illegible]
0.000	*7.35	0.31	0.042	0.3	[illegible]
0.02	**2.27	0.09	0.031	0.07	[illegible]
0.000	*3.65	0.14	0.045	0.16	[illegible]
0.000	*7.58	0.27	0.041	0.31	[illegible]

** ذات دلالة إحصائية عند مستوى دلالة (0.05 ≥ α).

[illegible] (28) [illegible] (Beta) [illegible] (t) [illegible] (t) [illegible] (0.05 ≥ α) [illegible] (t) [illegible] (1.70) [illegible] (0.09 = α) [illegible] (0.05 ≥ α) [illegible]:

1. [illegible]

2. [illegible]

(29) [illegible]

StepWise Multiple Regression [illegible]

.[illegible]

t [illegible]	[illegible]	[illegible] R^2	[illegible]
0.000	19.48	0.39	[illegible]
0.000	9.84	0.48	[illegible]
0.000	5.05	0.5	[illegible]
0.008	2.6	0.5	[illegible]

.($0.05 \geq \alpha$) [illegible] *

StepWise Multiple [illegible] Regression [illegible] (29) [illegible] %39.5 [illegible] %48.2) [illegible] %50.4) [illegible] %51.0) [illegible]

[illegible]

(30) [illegible]

[illegible]

[illegible]	F [illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
0.25	1.29	0.51	580 [illegible]	0.51	[illegible]	[illegible]
		0.39		231.64	[illegible]	
0.01	**3.7	1.47	578 ،3	4.41	[illegible]	[illegible]
		0.39		227.75	[illegible]	
0.000	*9.3	3.57	578 ،3	10.72	[illegible]	[illegible]
		0.38		221.43	[illegible]	
0.005	*3.8	1.49	577 ،4	5.95	[illegible]	[illegible]
		0.39		226.2	[illegible]	
0.001	*5.3	2.08	578 ،3	6.252	[illegible]	[illegible]
		0.39		225.9	[illegible]	

*[illegible] (0.05 = α).

[illegible] (30) [illegible] (F) [illegible] (0.05 ≥ α) [illegible]

[illegible]

[illegible] .([illegible])

[illegible]

:[illegible]

[illegible]

(31) [illegible]

[illegible]

[illegible] 47	[illegible] 46-35	[illegible] 35-26	[illegible] 25	[illegible]	[illegible]
*0.36	-	-	-	3.8	[illegible] 25
-	-	-	-	4.0	[illegible] 35-26
-	-	-	-	4.0	[illegible] 46-35
-	-	-	-	4.2	[illegible] 47

.(0.05 = α) [illegible]*

[illegible] (31) [illegible] (25 [illegible]) [illegible] (47 [illegible]) [illegible] (0.36) [illegible] (47 [illegible]) [illegible] .(0.05 = α) [illegible]

[illegible]

(32) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
*0.37	*0.31	-	-	4.2	[illegible]
-	-	-	-	4.0	[illegible]
-	-	-	-	3.9	[illegible]
-	-	-	-	3.8	[illegible]

.(0.05 = α) [illegible]*

[illegible] (32) [illegible]
[illegible]
[illegible]
=α) [illegible] (0.37 [illegible] 0.31) [illegible]
.(0.05

[illegible]:

(33) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	4.28	-	-			-
[illegible]	4.07	-	-	-	-	-
[illegible]	3.98	-	-	-	-	-
[illegible]	3.91	-	-	-	-	-
[illegible]	3.61	*0.67	-	-	-	-

*[illegible] (0.05 = α).

[illegible] (33) [illegible]
[illegible]
=α) [illegible] (0.67) [illegible]
.(0.05

[illegible].

(34) [illegible]

[illegible]

[illegible].

[illegible] 16	15-11 [illegible]	10-6 [illegible]	5 [illegible]	[illegible]	[illegible]
-	-	-	-	4.04	[illegible] 5
*0.22	-	-	-	3.99	[illegible] 10-6
*0.28	-	-	-	3.93	[illegible] 15-11
-	-	-	-	4.21	[illegible] 16

*[illegible] (0.05 = α).

[illegible] (34) [illegible] 10-6) [illegible] 16) [illegible] 15-11 [illegible] 16) [illegible] (0.22 [illegible] 0.28) [illegible] (0.05 = α).

[illegible]

(35) [illegible]

[illegible]

[illegible]	F [illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
0.036	*4.39	2.69	580 Ü	92.6	[illegible]	[illegible]
		0.61		354.7	[illegible]	
0.012	*3.69	2.24	578 ،3	6.72	[illegible]	[illegible]
		0.60		350.67	[illegible]	
0.000	*17.48	9.91	578 ،3	29.73	[illegible]	[illegible]
		0.56		327.66	[illegible]	
0.000	*5.87	3.49	577 ،4	13.98	[illegible]	[illegible]
		0.59		343.4	[illegible]	
0.000	*6.83	4.08	578 ،3	12.25	[illegible]	[illegible]
		0.59		345.15	[illegible]	

*[illegible] (α= 0.05).

[illegible] (35) [illegible] (F) [illegible] ($\alpha \geq 0.05$) [illegible]

[illegible] (3.94) [illegible] (4.09) [illegible] (0.15).

[illegible]

(36) [illegible]

[illegible]

[illegible]	[illegible]	25 [illegible]	35- 26 [illegible]	46- 35 [illegible]	47 [illegible]
25 [illegible]	3.94	-	-	-	-
35- 26 [illegible]	3.89	-	-	-	*0.29
46- 35 [illegible]	4.03	-	-	-	-
47 [illegible]	4.18	-	-	-	-

* [illegible] (α= 0.05).

[illegible] (36) [illegible] (47 [illegible]) [illegible] (35- 26) [illegible] (47 [illegible]) [illegible] (0.29) [illegible] (α= 0.05).

[illegible]

(37) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
*0.78	*0.44	-	-	4.28	[illegible]
-	-	-	-	4.06	[illegible]
-	-	-	-	3.84	[illegible]
-	-	-	-	3.50	[illegible]

*[illegible] (0.05 = α).

[illegible] (37) [illegible] (0.78 [illegible] 0.44) [illegible] (α = 0.05).

[illegible]

(38) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
-			-	-	4.31	[illegible]
-	-	-	-	*0.82	3.49	[illegible]
-	-	-	-	-	3.71	[illegible]
-	-	-	-	-	3.78	[illegible]
-	-	-	-	-	4.05	[illegible]

*[illegible] (0.05 = α).

Lĵûhƫ ĂƨùƼƨƥǴ dẓĜĵĴĿD(38) ýĂƥƞ!ƒ ČƼƚǰƓǴ oǗƒ ƝƑǴ!ƒ Cƌ Ăk

ƚƑƼ CƖǴ !Ă (ƨǒƥdẕ ƥƵǴdẕ) ƚƑƼĂ (ƨǒƥdẕ) ƚƑƼ LƥdẕLƥĂ-ơhdẕ KǴƓƞƥ KǴǭ Ăkdž

=α) ƚù!Ǖƥ ă Ăƙ dẕƥẕ ƚǒĂƶdŽŇĂ (0.82) KǴǭ Ăkdẕ ƽ ƨƼƩDẕĂ (ƨǒƥdẕ)

.(0.05

.ƔƥƓǴǭƐøIj

(39) !ƽƥ üŇƥĿI

Ŀ ƑƓǴǗ hǴǴ ƏƐĿ ƑƐ ŇƑĎŽDƑhǴǴƏĿ ƑƥĎDƑĿƨǭ ƥƓƓƐƌ ƚƏƚ λƑƑdž

.ƔƥƓǴƐƥDƑƨ Ɵ ƔƥƓŇƐĿ ƑƚDŽĂƳ DƑŇƓǴƑ

hdẕ16 ƥƙƑ	15-11 hdẕ	10-6 Ŀ ŇƓẕ	5 Ŀ ŇƓẕ üƑ	ǐ ǴǴƏƐĿ ŇƑĎ	ƔƥƓǴƐƥDŽ
*0.29	-	-	-	3.94	üƑ Ŀ ŇƓẕ5
*0.36	-	-	-	3.87	Ŀ ŇƓẕ10-6
*0.33	-	-	-	3.90	hdẕ15-11
-	-	-	-	4.23	ƥƙƑ hdẕ16

.(0.05 =α) hǗƞ ŇƓ DǒĎhƑ ƏhǗƞ Ŀ ƐP*

Lĵûhƫ ĂƨùƼƨƥǴ dẓĜĵĴĿD(39) ýĂƥƞ!ƒ ČƼƚǰƓǴ oǗƒ ƝƑǴ!ƒ Cƌ Ăk

Ǖýùƥ KƒĂIj 5) KǴƑĂ (ƨƚǴƚIj 16) ƚƑƼ LƥdẕLƥĂ-ơhdẕ KǴƓƞƥ KǴǭ Ăkdž

ƽ ƨùƼƩùDƥùƥĂ (ƨƚǴƚIj 16) ƚƑ CƖǴ !Ă (ƚIj 15-11 ǕKƒĂIj 10-6

ƚù!Ǖƥ ă Ăƙ dẕƥẕ ƚǒĂƶdŽŇĂ (0.33 Ǖ0.36 Ǖ0.29) ČƒĂƙ ǐ DŽKǴǭ Ăkdẕ

.(0.05 =α)

.λƑdẕ3.4

ƨǴƚƙƥ ƚùƼƨdẕ ƖƥƽƑǴ ƲĂ ƨùƛDýƥĂ CǴ ƙ ƒ ƚ ƒƨƥƒ K!ĂǴ

Ǒù5(ƚƼƨdẕ DƥƑƙ ƒ ǕƚƼƨdẕ ƴƥĂk ǕƚƼƨdẕ DƥLƙ ǕƚƼƨdẕ ƔǴƙƒ ǕƚƼƨdẕ

ǕǴƞƥƥǕK DƥƥĂ ƖƥùLƥƒ ƚƖ ù DƥƥǴƥ ƖƥǗƒ Dƥƙƒ) ƖƥLƥƒ KǴƥƥ ƨƥƨk

ýùƥŇƙĂ ƔƥƨùƙƑ) ƚƥƥƒƨƙƚ ǗƒǕùdẕLdẕƚƼǴĂǕ ƨƥǗƒ Lƚdẕ ǕǴƚ ƙǕƒ

[illegible]

1. [illegible] (4.04) [illegible] (%80.80) [illegible]

[illegible] (2006 [illegible]) [illegible]

[illegible] (2004 [illegible]) [illegible]

[illegible] (2003 [illegible]) [illegible] (Malhotra, 2003) [illegible] Bouthillier &) [illegible] (Shearer, 2002 [illegible]

[illegible] (4.11) [illegible] (%82.20) [illegible]

(%78.80) (3.94)

(Lee & Choi)

(2001

(Dingsoyr, 2002)

[illegible] (%50.8) [illegible]
.([illegible])

.10 [illegible] (%51.2) [illegible] (%39.5) [illegible] (%48.2) [illegible] (%50.4) [illegible] (%51.0) [illegible]
.([illegible])

.11 [illegible] (47 [illegible] (16 [illegible]

12.

(47

(16

4.4

1.

:hďdǔɛɯşpɪžʃ

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[illegible]

[illegible] (X) [illegible]:

1-	[illegible]	( ) [illegible]	( ) [illegible]
2-	[illegible]	( ) [illegible] 5	( ) [illegible] 10- 6
		( ) [illegible] 15 - 11	( ) [illegible] 16
3-	[illegible]	( ) [illegible]	( ) [illegible]
		( ) [illegible]	( ) [illegible]
4-	[illegible]	( ) [illegible] 5	( ) [illegible] 35- 26
		( ) [illegible] 46- 36	( ) [illegible] 47
5-	[illegible]	( ) [illegible]	( ) [illegible]
		( ) [illegible]	( ) [illegible]
		( ) [illegible]	

[illegible] (√) [illegible]

الرقم	الفقرة	تنطبق دائماً (5)	ينطبق غالباً (4)	ينطبق أحياناً (3)	ينطبق نادراً (2)	لا تنطبق أبداً (1)
	[illegible] [1]					
	1- [illegible]					
1	[illegible]					
2	[illegible]					
3	[illegible]					
4	[illegible]					
5	[illegible]					
	2- [illegible]					
6	[illegible]					
7	[illegible]					
8	[illegible]					
9	[illegible]					
10	[illegible]					
	3 [illegible]					
11	[illegible]					
12	[illegible]					
13	[illegible]					
14	[illegible]					
15	[illegible]					

[1] إدارة المعرفة: جهد منظم يستهدف تنمية واستثمار رأس المال الفكري في المنظمة من خلال حصر المعرفة من مصادرها الداخلية والخارجية، وخزنها وتوزيعها وتنظيمها واستخدامها وتسهيل المشاركة بين الأفراد لخلق معرفة جديدة وتطبيقها في الأنشطة الإدارية كاتخاذ القرارات وحل المشكلات.

[illegible]	[illegible]	تنطبق دائماً (5)	ينطبق غالباً (4)	ينطبق أحياناً (3)	ينطبق نادراً (2)	لا تنطبق أبداً (1)
	4 - [illegible]					
16	[illegible]					
17	[illegible]					
18	[illegible]					
19	[illegible]					
20	[illegible]					
21	[illegible]					
	5 - [illegible]					
22	[illegible]					
23	[illegible]					
24	[illegible]					
25	[illegible]					
26	[illegible]					
	[illegible]					
	1. [illegible][2] [illegible]					
27	[illegible]					
28	[illegible]					
29	[illegible]					

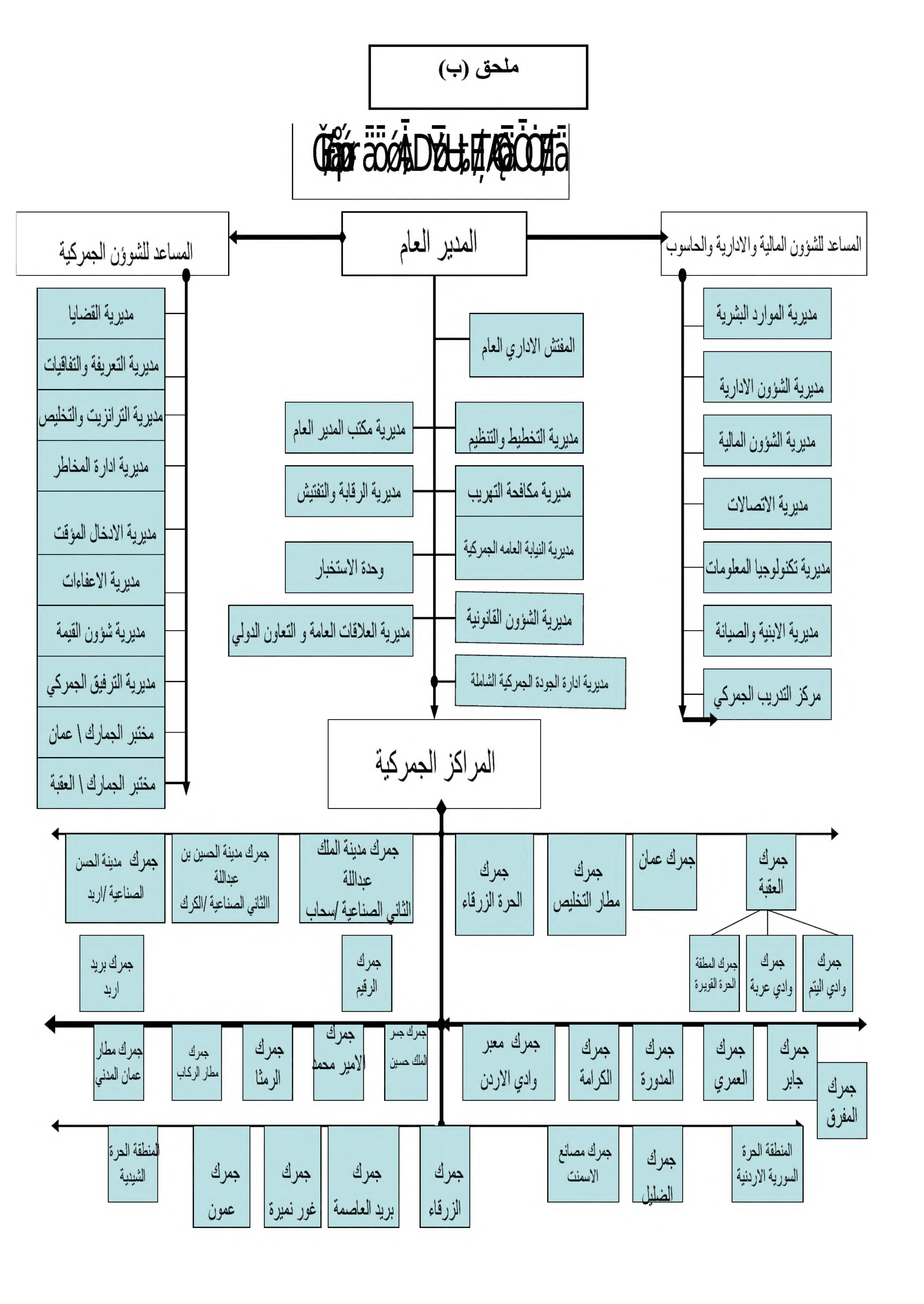
[2] الهندرة: البدء من جديد أي نقطة الصفر وليس إصلاح وترميم الوضع القائم أو أجراء تغيرات تجميلية تترك البنى الأساسية كما كانت عليه. كما لا يعني ترقيع ثقوب النظم السارية لكي تعمل بصورة أفضل، وإنما يعني التخلي التام عن إجراءات العمل القديمة الراسخة والتفكير بصورة جديدة ومختلفة في كيفية تصنيع المنتجات أو تقديم الخدمات لتحقيق رغبات العملاء.

[illegible]	[illegible]	تنطبق دائماً (5)	ينطبق غالباً (4)	ينطبق أحياناً (3)	ينطبق نادراً (2)	لا تنطبق أبداً (1)
30	[illegible]					
31	[illegible]					
	2. [illegible]					
32	[illegible]					
33	[illegible]					
34	[illegible]					
	2. [illegible]					
35	[illegible]					
36	[illegible]					
37	[illegible]					
38	[illegible]					
39	[illegible]					
	4. [illegible]					
40	[illegible]					
41	[illegible]					
42	[illegible]					
43	[illegible]					
44	[illegible]					
45	[illegible]					
46	[illegible]					
	5. [illegible]					
47	[illegible]					

[illegible]	[illegible]	تنطبق دائماً (5)	ينطبق غالباً (4)	ينطبق أحياناً (3)	ينطبق نادراً (2)	لا تنطبق أبداً (1)
48	[illegible]					
49	[illegible]					
50	[illegible]					
51	[illegible]					
	6. [illegible]					
52	[illegible]					
53	[illegible]					
54	[illegible]					
55	[illegible]					
56	[illegible]					
57	[illegible]					
58	[illegible]					
59	[illegible]					
60	[illegible]					

[illegible]

[illegible]


ملحق (ب)
المدير العام
المساعد للشؤون الجمركية
المساعد للشؤون المالية والادارية والحاسوب
مديرية القضايا
مديرية التعريفة والتفاقيات
مديرية الترانزيت والتخليص
مديرية ادارة المخاطر
مديرية الادخال المؤقت
مديرية الاعفاءات
مديرية شؤون القيمة
مديرية الترفيق الجمركي
مختبر الجمارك \ عمان
مختبر الجمارك \ العقبة
المفتش الاداري العام
مديرية مكتب المدير العام
مديرية التخطيط والتنظيم
مديرية الرقابة والتفتيش
مديرية مكافحة التهريب
مديرية النيابة العامه الجمركية
وحدة الاستخبار
مديرية الشؤون القانونية
مديرية العلاقات العامة و التعاون الدولي
مديرية ادارة الجودة الجمركية الشاملة
مديرية الموارد البشرية
مديرية الشؤون الادارية
مديرية الشؤون المالية
مديرية الاتصالات
مديرية تكنولوجيا المعلومات
مديرية الابنية والصيانة
مركز التدريب الجمركي
المراكز الجمركية
جمرك مدينة الحسن الصناعية /اربد
جمرك مدينة الحسين بن عبدالله الثاني الصناعية /الكرك
جمرك مدينة الملك عبدالله الثاني الصناعية /سحاب
جمرك الحرة الزرقاء
جمرك مطار التخليص
جمرك عمان
جمرك العقبة
جمرك بريد اربد
جمرك الرقيم
جمرك المنطقة الحرة القويرة
جمرك وادي عربة
جمرك وادي اليتم
جمرك مطار عمان المدني
جمرك مطار الركاب
جمرك الرمثا
جمرك الامير محمد
جمرك جسر الملك حسين
جمرك معبر وادي الاردن
جمرك الكرامة
جمرك المدورة
جمرك العمري
جمرك جابر
جمرك المفرق
المنطقة الحرة الشيدية
جمرك عمون
جمرك غور نميرة
جمرك بريد العاصمة
جمرك الزرقاء
جمرك مصانع الاسمنت
جمرك الضليل
المنطقة الحرة السورية الاردنية

[illegible]

[illegible]

[illegible]

[illegible]:

1- [illegible]

2- [illegible]

3- [illegible]

4- [illegible]

5- [illegible]

6- [illegible]

7- [illegible]

8- [illegible]

9- [illegible]